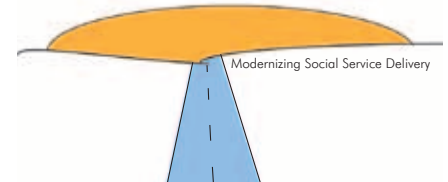


CAPP Q&A

CUSTOMER AND PROVIDER PORTAL

New Horizons



CAPP Primary Business Objective:

“... to implement a public facing web portal which provides customers and providers a user friendly tool to access benefits and other services and initiate a holistic provider management process.”

CAPP Timeline

Contract Signed — August 2010
Detailed Documents Approved — end of September 2010
Project Kickoff — October 2010
Plan & Define Solution to Meet Kansas Needs —
October 2010 through January 2011
Testing — February – May 2011
Training — July 2011
Rollout — July through September 2011
Project Complete — September 2011

1. How will current cases be transitioned from KAECSSES to CAPP? How will CAPP interface with KAECSSES? Will data on KAECSSES have to be re-entered into CAPP?

Cases will not be transitioned into the CAPP system. The CAPP system will only be used to accept and manage incoming online applications. Once the application is reviewed and registered, the case will be worked in KAECSSES as we currently do.

The interface between CAPP and KAECSSES is a new features being developed that will auto register applications into the KAECSSES system. Whenever possible, the applications will be automatically entered into KAECSSES. Whether or not the automated process can occur is based on business and system rules which are being determined by the project team.

2. Will KAECSSES continue to be used once CAPP is implemented?

Yes, KAECSSES will continue to be in place once CAPP is implemented. The CAPP system will only be used to accept and manage incoming online applications. Once the application is reviewed and registered, the case will be worked in KAECSSES as we currently do.

3. Do you have regional representation on CAPP workgroups?

Yes, each area was asked to provide resources to the Project.

4. How will you inform community partners, like Resource and Referral agencies, about the project?

The CAPP project has many stakeholders. Representatives, including but not limited to KDHE, Resource and Referral agencies and the Children's Cabinet have been involved in project planning and continue to be involved and updated as the project progresses. These key individuals also play a role in assuring communication about the CAPP Project is disseminated.

5. How will you inform customers and providers about CAPP?

TSRS and KDHE will publish information about the CAPP project using the agency website, informational materials and through the agency's staff contact with customers and providers.

6. How will you serve providers that do not have internet access? Customers?

Paper applications will be available and accepted as they are today from customers and providers. Customers may also choose to access public internet access sites, such as their local library.



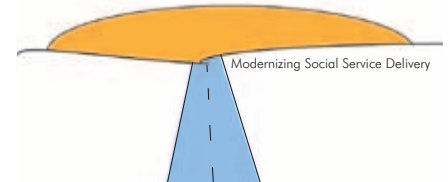
Coming September 2011

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7. *When customers apply for cash, medical and childcare will they still have a single application?*

Programs included in the new CAPP online application include: TANF, Food Assistance, Child Care and Refugee. A paper application for TANF, Food Assistance, Child Care and Refugee will still be available.

Applications for Family Medical, Elderly & Persons with Disabilities Medical and General Assistance programs will continue to be collected on the paper application only. An online application for medical programs will not be available until the implementation of the Kansas Health Policy Authority online application. Applications for General Assistance will continue to be a paper application.

8. *Will staff have afterhours access to the system?*

The CAPP system will be available to staff 24 hours a day, 7 days a week with the exception for times the system will be brought down for maintenance. A maintenance schedule has not been determined. The public will have access to the Customer and Provider online application website. It will be available 24 hours a day, 7 days a week with a maintenance schedule yet to be determined.

9. *How does CAPP enhance customer service?*

There are a variety of ways CAPP will improve our customer service:

- CAPP is a first step towards moving the agency to a customer self service model.
 - » The Customer Web Portal will be a website a customer can go to complete the online assessment, register and complete an application as well as a source to get other resource and referral information.
 - » The online customer application is being designed so the customer will only be presented with questions related to the programs they've indicated they would like to apply. This will result in a more streamline application, taking a shorter amount of time to complete.
 - » The online application will contain online help and the ability to reset passwords should the customer forget.
 - » The customer will be able to tell from the online status that the application was received by SRS along with the date it was received by the agency. This will enable them to seek and find information on their own, not having to depend on a contact with an agency staff person.
- Staff time required to handle paper and enter data will decrease. These functions will be automated through the new online application. In turn, this increases staff time to focus on helping customers meet their goals
- Paper applications will still be accepted but this solution will allow our clients to have another avenue when it comes to applying.

10. *How will CAPP impact Resource and Referral agencies?*

We do not anticipate any immediate change in the role of the Resource and Referral agencies, who will continue to be the primary source for customers to obtain listings of available child care services. As the Provider Portal is developed provider information will be more readily available to families to assist them in making informed child care decisions. One example of this will be the ability for families to view current compliance information on Kansas Department of Health and Environment (KDHE) regulated child care providers. This new resource will compliment the role of Resource and Referral agencies with the families they serve.

11. *Who is responsible for maintenance of provider information?*

SRS and KDHE will publish information about the CAPP project using the agency website, informational materials and through the agency's staff contact with customers and providers.



Coming September 2011

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